
Free File Fillable Forms General FAQs

March 3, 2014

To quickly find answers to your questions, hold the CTRL key, hit the “F” key and type in a search word or phrase.

TABLE OF CONTENTS

Program Overview	0
Minimum Computer Requirements	1
Creating a Free File Fillable Forms Account.....	2
Preparing and e-filing a Return	4
Printing a Fillable Forms Return.....	10
Additional Help.....	11

PROGRAM OVERVIEW

What is Free File Fillable Forms? Free File Fillable Forms is a simple electronic equivalent of paper forms. It allows you to prepare, print and e-file a free federal tax return, regardless of your age, income or state of residence.

Unlike most tax software, it does not ask about or explain tax situations. It performs only basic calculations and does not have extensive error checking. You to choose the [federal income tax forms and schedules](#) you need, fill in your tax information, sign electronically and e-file your return. Just like completing a paper return, you will be responsible for the input of most of the information on the return. Before e-filing your return, it is essential that you review your input and check for errors.

If you are not comfortable with this method of preparing a tax return and your income is less than \$58,000, you should consider choosing [Free File Software](#) – Free brand name software for preparing your federal income tax return which guides you through the process of preparing and e-filing your return.

Is the Free File Fillable Forms program safe? Yes, your Internet session and transmission of your federal return takes place in a secure encrypted environment.

What is the advantage over filling out a "pencil and paper" return? Free File Fillable Forms allows you to complete your return online and electronically file over the Internet. You will receive your refund much faster by using e-file with direct deposit rather than filing a paper return.

Is Free File Fillable Forms different from other tax software? Yes. Most tax software does most of the work for you. With Free File Fillable Forms, you do most of the work. There are several lines, including tax from the tax tables, standard deductions and certain credits that you will have to calculate and enter manually. If a line is variable dependent, you will have to enter it. You should always check the forms you select to ensure they are complete and correct before you e-file or mail in your return.

How long will this be available? Free File Fillable Forms will be available from January 31, 2014, through October 15, 2014. Taxpayers who e-file their return on or before October 15, 2014, will be allowed time to correct a rejected return

and resubmit it by October 19, 2014. If you file for an extension (Form 4868) by April 15, 2014, you must file your income tax return by October 15, 2014.

Can I use Free File Fillable Forms to prepare and e-file a Federal Extension? Yes. You will need to file your extension, Form 4868, by April 15, 2014. Extensions are available this year starting on February 27, 2014.

Can I use Free File Fillable Forms for filing a prior-year tax return? No. Only the current tax year forms are available in Free File Fillable Forms.

Which IRS forms supported? Nearly all the 1040 forms and schedules are available. Please refer to the [list of supported forms](#).

Can I electronically file using Free File Fillable Forms if my address is in a foreign country? Yes. Free File Fillable Forms supports foreign addresses on Forms 1040, 1040A, 1040EZ, W-2 and 1099-R. Search this document for how to input a foreign address on these forms.

Is it safe to use this from a public computer? If you are using a public computer, such as a public library computer or other shared computer, make certain to sign out and complete your session by closing the Free File Fillable Forms program and the browser before leaving the computer.

How do I start using Free File Fillable Forms? Go to IRS.gov to access the program. When you are on the IRS.gov Free File page, select the button “Start Fillable Forms Now” “

MINIMUM COMPUTER REQUIREMENTS

Processor:

- Windows: Pentium 4 3GHz or equivalent
- Macintosh: PowerPC G5 2GHz or Intel-based processor

Oldest Supported Browser (Actual version, not emulated)

Windows 7 and Vista supports

- Google Chrome 4.x
- Mozilla Firefox 3.5.x
- Safari 4.x
- Microsoft Internet Explorer 9.x (on Windows 7)
- Microsoft Internet Explorer 8.x (on Windows 7) Not Optimal
- Microsoft Internet Explorer 7.x (on Vista)

Windows XP Service Pack 2 supports

- Google Chrome 4.x
- Mozilla Firefox 3.5.x
- Microsoft Internet Explorer 7.x
- Safari 4.x

Windows 2003 supports

- Microsoft Internet Explorer 7.x

Mac OS X 10.7 (Lion) supports

- Google Chrome 4.x
- Mozilla Firefox 3.x
- Safari 5.x

Mac OS X 10.6 (Snow Leopard) supports

- Google Chrome 4.x
- Mozilla Firefox 3.5.x
- Safari 4.x

Mac OS X 10.5 (Leopard) supports

- Google Chrome 4.x
- Mozilla Firefox 3.5.x
- Safari 3.x

Mac OS X 10.4 (Tiger) supports

- Mozilla Firefox 3.5.x
- Safari 3.x

RAM - 512 MB

Monitor -1024x768 or higher screen resolution

Internet Connection - High-speed connection

Other Software:

- Acrobat Reader 7.0+ (for printing)
- Flash: Macromedia Flash 9.0 (or higher)

Notes:

- Leave your browser setting for language set to default so JavaScript and cookies are enabled
- Make sure any pop-up blockers are turned off
- You will need a printer if you wish to print your return
- You will need an email address.

CREATING A FILLABLE FORMS ACCOUNT

How do I begin a Free File Fillable Forms return? You must first create an account. Go to www.irs.gov/freefile and select the Free File Fillable Forms button “Start Fillable Forms Now” on IRS.gov [Free File page](#). Agree to leave IRS.gov and follow the prompts to make up a user ID and password. Save your account information because you will need it each time you sign in to your return. Free File Fillable Forms also requires an e-mail address so that the IRS can notify taxpayers of the status of their return.

I used Free File Fillable Forms in the past, why do I have to create a new account? The software providers do not retain your account information for subsequent years when using Free File Fillable Forms; therefore, if you used Free File Fillable Forms last year, you must create a new account this year.

How do I change my current account information? To change your account information, click the "Update Account Information" link at the bottom right corner of the “Sign In” screen. Input your password and the account screen will appear. At this account screen, you will have four choices:

- Change your user ID
- Change your password
- Change your security question
- Change your e-mail address

Click the appropriate link and follow the instructions to make the necessary changes. Click "Update" when finished.

How long will my account be active? A Fillable Forms account is active through the end of the filing season. Users must create a new account every year they use Free File Fillable Forms. Please remember to print a copy of your return before

the end of the filing season, on October 15, 2014. After the end of the filing season, you will not be able to access your return information or print your return.

What happens if I forget my password, my user name or my security questions? If you forget your password or username, you will be able to retrieve this information at the beginning of the program. Select the Sign In/Create an Account Link and follow the prompts. If you forgot your User ID, the prompt will ask for the email address you used when setting up your account. You will receive an email containing your User ID. If you forgot your password, you will need to enter your User ID and answer your security question. You will receive an email containing a new password. If you are unable to recover your password because you do not remember the answer to your security question, you will need to create a new account and start a new return.

Can I use Free File Fillable Forms if I do not have an e-mail address? No. In order to establish an account, an email address is required. Information about your account and tax return status is done through email.

Will I be able to access my completed federal return after it has been accepted by the IRS? Yes, you can print and view your return through October 19, 2014. If you need a copy of your return after October 19, you can call the IRS toll-free at 1-800-908-9946 and request a copy of your transcript. You may also [Get a Transcript](#) online or use these forms to receive tax return information in the mail:

- [4506T](#) Request for Individual Tax Return Transcript, for a tax return transcript. There is no charge for requesting a transcript (Form 4506-T)
- [4506](#), Request for an exact copy of a previously filed and processed tax return and all attachments, including W-2s. A fee will be assessed for a copy of the original return.

I did not receive a confirmation email when I created my account was created. What should I do? If you did not receive a confirmation email when you created an account, it is possible that your spam filter is blocking the email. Check your email account for a spam folder, open it and look for an email from *customer_service@freefilefillableforms.com*. This mailbox is not monitored and will not reply to anything sent to it. Each e-mail program and spam filter differs, so please check your e-mail account or service provider for additional help.

Why didn't I receive an acknowledgement email, after I transmitted my return? Generally, within 2 hours after you successfully transmit your return using Free File Fillable Forms, you should receive an email regarding acceptance or rejection of your return. If you do not receive this email within 24 hours, do the following:

- Make sure you are checking the same email account you entered in Step 2, (the E-file Your Tax Forms screen) when you submitted your tax return
- Check your spam filter or junk mail folder. If the email is in your spam filter, add *customer_service@freefilefillableforms.com* to your email safe senders list to ensure that you receive future emails. Each email program and spam filter differs, so please check your email account or service provider for additional help.
- If you still have not received an email you can check your return status by selecting the "Get E-file Status" link on the left hand navigation, just under the FAQs link on the Free File Fillable Forms.com landing page. Enter your Social Security Number and zip code that was on the e-filed return. If the program shows no status, you have not successfully transmitted your return.

Do you sell any of my information to other companies? No. The information entered in Free File Fillable Forms is not sold or marketed.

Where is my data stored? All tax data is stored in the secure Free File Fillable Forms database.

Can I retrieve my return online in the future and for how long? Yes. You will be able to access your tax return until October 19, 2014.

What happens if I start a return but do not come back and finish it? No matter when you start your tax return, it will be accessible in the Free File Fillable Forms system until October 19, 2014. After this date, all information is purged from the database and you will not be able to access or print your return information.

I started my Free File Fillable Forms return and decided not to complete it. How can I delete my data? If you haven't successfully e-filed your return, you can delete your data by selecting the "**Start Over**" option and then sign out of the return. This will clear any data previously entered in your tax return.

PREPARING AND E-FILING A RETURN

General input tips:

- Punctuation is generally not a good idea, avoid using comma (,), hyphen (-), ampersand (&), percent (%), pound (#), and nearly every other special character
- Do not use apostrophe (') in names, substitute it with a space or nothing
- If a name has ampersand (&) in it (like "B & C taxes"), substitute the character with AND, or drop it completely
- Enter only one space between words, entering two or more will require extra effort to get your return past validation
- Many issues can be resolved by simply using the "**tab**" key which ensures you will see all the data boxes. For example, when you use the tab key, you will see the MI box for your middle initial on the top of the Form 1040.
- Do not enter zero "0" in any field unless instructed to do so.

What do I need before starting?

- A copy of your 2013 Federal tax return
- All income and tax statements you received for 2013, such as Forms W-2, W-2G, 1099-G, 1099-INT, 1099-R and any other income statements
- Your 2013 estimated tax payment amounts, if any
- Your bank account information (to get your refund by Direct Deposit or to pay electronically)

If you are going to use [Direct Deposit](#) for a refund, or use electronic fund withdrawal direct to pay any taxes owed, you will need your routing number and account number for your check or savings account.

NOTE: You cannot direct deposit a refund into a foreign bank account. Direct deposit is available for bank accounts located in the United States only.

Paul Maple
Deborah Maple
1234 Windy Oaks Drive
Anytown, MD 20000

PAY TO THE ORDER OF

ANYTOWN BANK
Anytown, MD 20000

Routing number (line E) 250250025
Account number (line G) 202020

Do not include the check number

1234
15,000/0000
DOLLARS

Note. The routing and account numbers may be in different places on your check.

How do I know which main form to use? (1040 vs.1040A vs.1040EZ) When you begin using the Free File Fillable Forms, you will see a brief description of what form is to be used and by whom. Complete information is available in the IRS instructions for each of the main forms and can be located on the IRS website.

How do I navigate through the program? Learn about navigation by viewing the Free File Fillable Forms Tutorial. Select the tutorial link associated with Free File Fillable Forms on the IRS.gov [Free File page](#).

How do I enter my address if I have a military APO, DPO or FPO address? Yes. Follow these instructions:

- Do not fill in any information in the bottom address area for "Foreign Country Name," "Foreign Province/Country" and "Foreign Postal Code"
- In the "City" area, input APO, DPO or FPO, whichever is appropriate
- The state abbreviation must be AA, AE or AP, whichever is appropriate. If the state abbreviation is:
 - AA – The first three digits of the zip code must begin with 340
 - AE – The first three digits of the zip code must be in the range 090 – 098
 - AP – The first three digits of the zip code must be in the range 962 – 966

How do I enter a foreign address on my Form 1040 and income documents? Free File Fillable Forms supports foreign addresses on Forms 1040, 1040A, 1040EZ, W-2 and 1099-R. Follow the below directions to ensure the foreign address is input properly.

Foreign Address on Form 1040: If you have a foreign address, enter the city name on the appropriate line. Do not enter any other information in that area. Leave the state area blank. Use pick-list to select the country. Follow the country's practice for entering the foreign province/county and postal code.

The foreign city can be up to 50 characters. The foreign province/county can be up to 17 characters. The foreign postal code can be up to 16 characters.

Foreign Address on Form W2 and Form 1099-R: If you have a foreign address to enter for the employer/employee (Form W-2) or for the payee/recipient (Form 1099-R), do the following:

- Enter the street address on the "Street" line
- Enter the two-letter foreign country code in the Foreign Country box
- The city, province or county and foreign postal code are entered on the "City" line
 - This information is separated by a comma and space
 - You may use a total of 35 characters, including commas and spaces on this line on the "city" line

Use the link below to ensure you input the correct foreign country code. Do not spell out the name of the foreign country.
<http://www.irs.gov/countrycodes>

a Employee's social security number		Safe, accurate, FAST! Use		IRS e-file		Visit the IRS website at www.irs.gov/efile	
Form W-2 Foreign Address Example							
b Employer identification number(EIN)		1 Wages, tips, other compensation		2 Federal income tax withheld			
c Employee's name, address, and ZIP code		3 Social security wages		4 Social security tax withheld			
Name		5 Medicare wages and tips		6 Medicare tax withheld			
Street		7 Social security tips		8 Allocated tips			
City City, State/Province, Foreign Postal Code							
State NO INPUT ZIP Code NO INPUT							
Foreign Country							
d Control number		9		10 Dependent care benefits			
e Employee's first name and initial Last name Suff.		11 Nonqualified plans		12 a code See instructions for box 12			
First M.I.		13 Statutory employee Retirement plan Third-party sick pay		12 b code			
Last Suff.				12 c code			
f Employee's address and ZIP code		14 Other		12 d code			
Street		Description Amount					
City City, State/Province, Foreign Postal Code							
State NO INPUT ZIP Code NO INPUT							
Foreign Country							

PAYER'S INFORMATION			Form 1099-R		OMB No. 1545-0110		2012		Form 1099-R		Distributions From Pensions, Annuities, Retirement or Profit-Sharing Plans, IRAs, Insurance Contracts, etc.	
Payer's Name			1 Gross distribution		2a Taxable amount		2b Taxable amount not determined		Total distribution		Copy B Report this income on your federal tax return. If this form shows federal income tax withheld in box 4, attach this copy to your return. This information is being furnished to the Internal Revenue Service.	
Street address (including apt. no.)			3 Capital gain (included in box 2a)		4 Federal income tax withheld		5 Employee contributions (Designated Roth contributions or insurance premiums)		6 Net unrealized appreciation in employee's securities			
City, State, ZIP code			7 Distribution code(s)		IRA/SEP/SIMPLE		8 Other		9a Your percentage of total distribution			
Country code here			8a Total employee contributions		8b Total state tax withheld		13 State/ Payer's state no.		14 State distribution			
PAYER'S federal identification number			RECIPIENT'S identification number		10 Amount allocable to RRA within 5 years		11 1st year of desig. Roth contrib.		12 Local tax withheld		16 Name of locality	
RECIPIENT'S name			Street address (including apt. no.)		City, State, ZIP code		Country code here		15 Local distribution		17 Local distribution	
Account number (see instructions)												

When should I click the "Do the math" button? Often- "Do the math" button runs minimal calculations for you and saves your work. If you're unable to enter information into a certain field that means the field is calculated for you.

Should I round entry fields? No, the Free File Fillable Forms program does the rounding for you.

Why are some fields automatically calculated, whereas others require manual data entry? Fields that can be calculated with simple math are calculated. If the calculation is conditional on other information, like filing status, the field is not calculated and must be entered manually.

How do I know which fields automatically calculate? Automatically calculated fields will not allow data entry. When you click in the field, a flag will indicate the field is automatically calculated.

How do I attach a new form or schedule to my return? To attach a form or schedule to your return:

- Click the "Add/View" button located at the line where the information from that form will go
- Input the information into the form or schedule and use the "Do the Math" button when necessary
- Click "Done with this Form" when finished.

IMPORTANT: Make sure your number entries have been reported on the attached form and have successfully transferred to where they need to be reported, either your main form or another attached form. A form will not attach another form until there is a link.

The form will now attach to your tax return. To check which forms you currently have attached, click the "View / Add Forms" button at the upper right corner and a list of all of the forms that you currently have attached will display.

Nothing happens when I click the "Add/View" Forms button. Is there something wrong? This button opens a window on the left side of the screen that displays a list of forms in the return. If this window is already open, selecting "Add/View Forms" will not result in any action. If the window does not open, you may want to check you pop-up blockers are turned off. Check your system requirements. You may need to disable your pop-up blockers.

For example, if you are using an Apple computer and a Safari internet browser, you must uncheck the Block Popup Windows at the top menu under the Safari dropdown. The Block Popup Windows is listed as the fourth option from the top. It is defaulted as checked, so you must uncheck it before starting. If you leave the Block Popup Windows checked, you will not be able to view the instructions for a specific form or schedule. You must also have Adobe Acrobat Reader 6.0 version or higher installed to view the instructions.

How do I complete the table on Form 2210, Part IV, Section A? To get the table to populate, follow these steps:

- Complete the top part of the form. Lines 1 and 6 populate from the 1040, so you must have calculated your total tax on line 44 and entered the amount of withholding from lines 62 and 69
- The Yes button must be indicated on line 9
- Box C must be checked in Part II
- Form 2210-AI must be completed
- Line 19 of Form 2210 must be completed in the table

Where do I locate Form 4562, *Depreciation and Amortization (Including Information on Listed Property)* and can I attach more than one? Form 4562 is not available from the “Add/View Forms” menu. This form is an attachment to Schedule C and Schedule E. The form is selected from the “Add” button directly from Schedule C and Schedule E. If you need to associate more than one Form 4562 to a Schedule C or Schedule E, you must create another Schedule C or Schedule E to associate the Form 4562 to. The asset shown on the Form 4562 must be listed on the parent Schedule C or Schedule E.

Where do I locate Form 6198, *At Risk Limitations* and how do I add more than one? Form 6198 is not available from the “View/Add Forms” menu. You can add this form only from Schedule C. You may only associate one Form 6198 to a Schedule C. If you need to associate more than one Form 6198 to a Schedule C, create another Schedule C’s for the same business. Associate one form 6198 to one Schedule C and the other form 6198 to the second Schedule C (properly allocating all other income and expense items).

Form 8829, *Expense for Business Use of Home*, how do I attach it and how do I attach more than one? Form 8829 is not available from the “Add/View Forms” menu. You can only attach Form 8829 by first opening the associated Schedule C. You may only associate one Form 8829 to a Schedule C. If you need to associate more than one Form 8829 to a Schedule C, create another Schedule C’s for the same business – associate one form 8829 to one Schedule C and the other form 8829 to the second Schedule C (properly allocating all other income and expense items).

How do I enter information from more than one W-2 or 1099-R? If you have more than one W-2 or 1099-R reporting income, you can add multiple W-2s or 1099-Rs forms when you prepare your return for e-filing. On the “STEP 2” page, click the “Add” button next to the information about entering W-2s and 1099-Rs, near the top. A window appears. At the bottom, click the appropriate button: Add another Form W-2 – Wage and Tax Statement, Form W-2G, Form 1099-G, Form 1099-MISC, or Form 1099-R.

The instructions tell me to write in something extra on my return. How do I do that? The program allows you to enter this information in the small grey areas on forms 1040, 1040A and 1040EZ. Where lines have only one grey box, only a text value is entered. Most lines have two grey boxes, the first is for the text value and the second for the number related to the text value.

The program allows e-filing for users who have, at most, one literal text and one associated number value on a line (whether that is text only or the text and related amounts). If your return requires you to have multiple text and amount values on a single line (either multiple text only fields or multiple text and amount fields) or if you need to write in something on a form, other than Forms 1040, 1040A and 1040EZ, then you will not be able to e-file using this program. Please note that care must be taken when entering tax literals. Please review the tax instructions for the exact information you can enter. Spelling and capitalization count. Failure to input tax literals exactly as instructed will result in a rejected return.

Where is the dependents worksheet on page 2 of Form 1040EZ and why can’t I fill it in? This worksheet is at the bottom of the 1040EZ, below the signature area. The worksheet is not supposed to have the same function as the front of the 1040EZ. You must print it and do your calculations manually.

I received an Identity Protection PIN letter from the IRS. Where do I enter that 6 digit PIN? If the IRS sent you letter with an Identity Protection PIN (IPPIN), enter that 6 digit PIN in the area to the right of the “Spouse’s Occupation” (the lower right corner of your 1040 form). If you are filing jointly with your spouse and you both received an Identity Protection PIN from the IRS, you will not be able to use this program to e-file your return.

How do I enter additional interest or dividend payers to my Schedule B? If you have additional payers to add, leave a blank payer line on the Schedule B and add an additional interest or dividend statement by selecting the “add” button at the bottom of line 1 or line 5. Complete the additional statement and place the total from the additional statement on the blank line of your schedule B. Remember to select “Do the Math” on the additional statement and your Schedule B when they are completed.

How do I report Nominee Dividend Distributions on my Schedule B? This solution will only work if you have fewer than 80 lines of dividends to report.

- Open a Schedule B. Scroll to, then click the “Add” button on Part II, line 5 and
- Open an open an “Additional Dividends Statement.”
- List all the dividends on the Additional Dividends Statement(s), including those received as a nominee
- Select “Do the Math” and note the total(s) on the Additional Dividends Statement(s)
- Open your Schedule B, which should not yet reflect anything for Part II, line 5. On the first available line of Part II, line 5, write, “Total from Additional Dividend Statement” on the Payer line and put the total amount from the Additional Dividend Statements in the corresponding amount column
- On the next line(s) of Part II, line 5, write in “Nominee Distribution” on the payer line(s) and place a minus sign in front of the amount(s) you received as a nominee before you put the figure(s) in the corresponding amount column.

After listing all of the transactions on Schedule B, Part II, line 5, select, “Do the Math.” The correct amount of your dividends should appear on line 6.

How do I enter a Wash Sale on Schedule D? Wash sales may be reported on lines 1 or 8. To enter a wash sale:

- The full amount of the loss or gain is entered in line 1 or 8.
- Directly below that line the write "Wash Sale" in column A.
- To enter the wash sale amount as a positive number in column f, you must enter the wash sale amount as a negative number in column (e) and select “Do the Math.” **Note:** To enter a negative number, place a minus sign (-) in front of the number

Will my existing entries be lost if I start over because I chose the wrong booklet/form? Yes. If you think you chose the wrong tax form, you can start over with a new form by selecting the “Start Over” However; information already entered will not be saved.

I closed the "My Tax Forms" area on the left, how do I get it back? Select the "Add/View Forms" at the top of your screen.

What do the different colors mean? **Green** text indicates information you have input and **blue** text indicates input that is calculated, based on information you previously entered. Certain “areas” of the form where the text appears in **red** indicates that the information either is calculated or has been automatically transferred from another form in the return.

How can I un-select a radio button? If you select a radio button on one of the forms and find you can't "uncheck" it, just click on the selected button and then press the delete key.

What if I do not have to report a Form W2, Wage and Tax Statement, but I have other income that I need to report, may I still use Free File Fillable Forms? Yes, but at the screen that reads, “Step 2, E-File Your Tax Forms”, you may skip the requirement to add a Form W2.

Can I save my return and finish it later? Yes, when you start your return in [Free File Fillable Forms](#), you will create an account, which is protected by a username and password. Your data is automatically saved as you work through your returns in Free File Fillable Forms. If you take a break, be sure to sign out of your return. To sign back in "Sign In / Create an Account,” and then enter your username and password on the next screen in the Returning Users section. You will need to remember and enter your user ID and password for access.

How do I sign my return electronically? To file your return electronically, you must provide an e-Signature by creating a five digit Personal Identification Number (PIN). A PIN is any combination of five digits you choose except five zeros. If you are married filing jointly, both you and your spouse will each need to create a PIN and enter these PINs as your electronic signature. For more information about the PIN, go to the [Self-Select PIN page](#). Go to Step 2 of Fillable Forms to provide your e-Signature(s). Select this link for more information about e-Signatures

What if I cannot find my prior year Adjusted Gross Income (AGI)? If you are unable to locate your prior year adjusted gross income (AGI), you may get the [Electronic Filing PIN](#) (EFP) from the IRS. EFP Help is an additional method for verifying the identity of taxpayers electronically filing their 2012 tax returns. This new authenticator is necessary for anyone who wants to e-file and does not have the AGI from his or her 2012 tax return.

To get your Electronic Filing PIN, access <http://www.irs.gov/Individuals/Electronic-Filing-PIN-Request> or call IRS Toll Free number at 1-866-704-7388 and follow the instructions on the automated system. Note: If your 2012 return was not processed by December 5, 2013, you will not be able to receive an Electronic Filing PIN. In this case, place a zero in the Prior Year AGI area.

If you try to file with incorrect AGI information, the IRS will reject your return so make certain you input the correct information. If you did not file a return last year, enter a zero on that line.

Will I be able to view my return before I e-file it? Yes. We encourage you to review your data before submitting your return to make certain all information is complete and accurate. This simple precaution will help you avoid mistakes that may delay your refund or result in correspondence from the IRS.

Can I use Free File Fillable Forms to electronically debit my bank account to make estimated tax payments for next year? No. The 1040-ES Estimated Tax Payment is only for mailing in with a payment on next year's taxes. If you prefer to make estimated tax payments electronically review the information on our [Electronic Federal Tax Payment System](#).

Why is the "E-file Now" button on the "Step 2" page greyed out? The "e-file Now" button is greyed out when it is deactivated. The button will remain gray and deactivated until all the required information in Step 2 is completed and both email addresses match.

How do I know if IRS received my federal return? You will receive 2 emails: one from freefilefillableforms.com saying it was received and a second one from freefilefillableform.com saying it was accepted or rejected by the IRS. If you do not receive these two emails, you have not successfully transmitted your return.

Do I need to do anything else after transmitting my return? Yes, you should track your return to make sure the IRS accepts it. If you entered a valid e-mail address when you created your account in [Free File Fillable Forms](#), you will receive acknowledgement of successful transmission and then acknowledgement that the IRS accepted or rejected your return. If you printed and filed your return, you may access refund information about your federal income tax return through the IRS' secure Web site 72 hours after IRS acknowledges receipt of your return. [Where's My Refund?](#) is fast, easy and safe. You will need to enter three pieces of information from your e-filed return:

- Your Social Security Number or Individual Taxpayer Identification Number
- Your filing status
- The exact whole dollar amount of your expected refund

How do I prepare and e-file a Federal Extension? You will need to file your extension, [Form 4868](#), by April 15, 2014. Before you can complete and e-file an extension (Form 4868, Application for Automatic Extension of Time to File U.S. Individual Income Tax Return), you must first start one of the 1040 forms. Access your account and choose a 1040 form. Complete the personal information on the 1040 form (name, address and SSN).

Once these basic items have been entered, select "File an Extension," in the upper right hand corner and complete Form 4868. To activate the e-file button for filing an extension, complete all the questions as a part of Step 2 that apply to you. Input the following:

- Email address - in both boxes to validate. Make sure both email addresses match exactly
- Prior year Adjusted Gross Income, or an IRS issued Electronic Filing PIN number
- Current Year PIN Date of birth
- Current date
- Disclosure statement checkbox is checked
- If filing status is married filing joint, then spouse information must be completed
 - Spouse prior year AGI year Adjusted Gross Income, or IRS issued Electronic Filing PIN number
 - Spouse Current year PIN
 - Spouse date of birth
- If using Direct Debit all of the following must be entered
 - Routing number
 - Bank account number
 - Debit date
 - Type of account
 - Electronic Withdrawal disclosure checkbox

Do I need to mail my income documents to the IRS (i.e. W-2, Form W2-G or Form 1099-R)? No, as a general rule, you do not need to mail in forms. You enter the information from these documents into the program. Remember to check your entries for the Forms W-2, W2-G or 1099-R? Do your amounts entered on Free File Fillable Forms match your paper copies? Remember, you are required to keep your supporting documentation for three years from the due date of the return.

Are there some documents that I may have to mail to the IRS when e-filing? Yes, in some limited situations. See the Form 8453 for a listing of documents that may apply to you.

Can I print my return and mail it in? Yes. If you do not want to e-file your federal tax return, you may print and mail your return to the IRS. For more information about where to mail your federal return, go to the "[Where to File Paper Tax Returns](#)" page.

What information should I retain for my records? After you submit your return, **print a copy of your return for your records**. You should retain this along with other supporting documentation (Forms W-2, 1099 and other attachments). See the "[How long should I keep records](#)" page for more information

PRINTING A FREE FILE FILLABLE FORMS RETURN

I forgot to print my return before I e-filed. Can I get a copy? Yes, return to your account and print your return. Print buttons are on the top and bottom of your screens.

If you failed to print your return by October 19, 2014, you can call the IRS toll-free at 1-800-908-9946 and request a copy of your transcript. You may also [get a transcript](#) online. Use these forms to receive tax return information in the mail:

- [4506T](#) Request for Individual Tax Return Transcript, for a tax return transcript (There is no charge for requesting a transcript)
- [4506](#), Request for an exact copy of a previously filed and processed tax return and all attachments, including W-2s. A fee will be assessed for a copy of the original return

Note: To help better protect taxpayer information, the IRS will no longer process transcript requests through the Transcript Delivery System (TDS) if an Identity Theft Indicator is on the taxpayer's account. A taxpayer, instead, will receive a notice alerting him or her of any request for the transcript and instruct the taxpayer to contact the Identity Protection Specialized Unit at 1-800-908-4490. Once proper authentication has been performed, the IRS will issue a transcript directly to the taxpayer.

What if I am not able to print my return, what should I do? Check your system requirements and compare them to the system requirements listed in the FAQs. Internet Explorer 8 is not optimal and may affect your ability to print. Upgrading or switching browsers may facilitate printing your return.

You may need to disable your pop-up blockers. For example, if you are using an Apple computer and a Safari internet browser, you must uncheck the Block Popup Windows at the top menu under the Safari dropdown. The Block Popup Windows is listed as the fourth option from the top. It is defaulted as checked, so you must uncheck it before starting. If you leave the Block Popup Windows checked, you will not be able to print or view the instructions for a specific form or schedule.

You must also have Adobe Acrobat Reader 7.0 version or higher installed to view the instructions and print your return. You may also try saving a copy of the return to your computer and then printing the saved copy.

Can I save a copy of my return onto my computer? Yes. Generally, you must change your default printer to Adobe PDF, Microsoft Image Writer or another program that will allow you to capture (print) your return in an electronic format. However, we always recommend you have a printed copy in case you have hard drive issues later.

ADDITIONAL HELP

If I need help understanding what information I need to put on a line, what should I do? You should refer to specific IRS instructions for the relevant form or schedule. There is a link for these instructions at the bottom of each screen. Publication 17 is also a useful resource for additional information.

Tax law questions:

- Refer to the Form [1040 instructions and 1040 publications](#).
- Use the “Instructions for this Form” link at the bottom of the Free File Fillable Forms screen.
- Refer to [Publication 17](#).
- Use the [Interactive Tax Assistant](#)
- Access the IRS website, enter your KEYWORD and search for your tax topic
- Call TeleTax toll-free, available 24 hours a day, 7 days a week at 800-829-4477 to hear prerecorded information about various tax topics in English or Spanish. TeleTax topics begin at page 93 of the Form 1040 Instructions booklet
- If you still need tax law help, contact the IRS, toll-free at 800-829-1040
- If you have a hearing impairment, contact the IRS, toll-free at 800-829-4059 (TDD)
- If you live outside the United States, visit the [International Services page](#) on IRS.gov
- You may also want to visit an IRS local [Taxpayer Assistance Center](#)

What can I do if I haven’t found what I need? [Get help](#) navigating IRS.gov, finding information and using site features.